Understanding Your Electric Bill

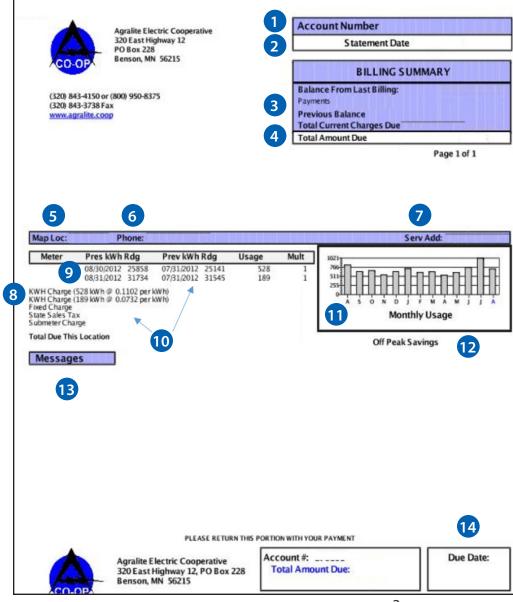
Every billing cycle, your meters are read via Agralite's automatic meter reading system and the usage data is entered into our billing system. Your bill reflects your use for the previous billing cycle (the previous month). For example, the bill you receive in November is for energy that you used in October. All bills are due by the 20th of every month. Payments received after the 20th will be assessed a penalty charge.

Agralite Electric Cooperative offers several ways to pay your bill:

- 1. Stop by our main office. Hours are 8:00 am 4:30 pm, Monday through Friday.
- 2. Place your bill in the drop box outside. It is open 24 hours.
- 3. Call our automated phone service at 1-855-386-9925.
- 4. Go online and use Smart Hub® at www.agralite.coop.
- 5. Sign up for Agralite's Automatic Payment Plan.

Remember, if you ever notice that one of your meters isn't reporting any usage, please let us know right away so we can make sure we address or correct any meters or usage processing!

If you have questions about how your bill works or about charges on your bill, please call us today at: 1-320-843-4150 or 1-800-950-8375.



To help you understand how to read our bill, please see the example graphic and review the descriptions below:

- 1 This is your account number that is assigned to you when you become an Agralite Member Owner. Keep it handy for when you call the office.
- 2 The statement date is the date on which the bill was printed. Usage and billing information is for the previous billing cycle.
- 3 This is your billing summarized in this part of the statement.
- This is the total amount is due on the 20th of every month.
- 5 We show your map location number for ease in looking up your account.
- 6 We put your phone number here as another account identifier and to help us identify you.
- 7 The service address is the physical address of this account. Please call to update it if it is not correct.
- 8 Each of your main and sub-meters are listed in this area. You will also see the meter rate and usage here.
- 9 Meter information including reading dates, the reading and usage information are listed here. If you ever notice you have no usage on one of your meters, please call us right away to confirm your billing is correct.
- This section is referred to as the break down of your bill, it includes both items in 8 and 9. In Section 9, the second reading is included, if applicable. Again, it is good to verify that you have appropriate usage on these meters.
- 11 A 13-month graph lets you compare this cycle's usage to other months. This graph is the aggregate of all your energy usage.
- 12 The total amount you saved by participating in EnergyWise programs is shown here. These are the savings you have realized while participating in load management programs.
- Messages such as events coming up or deadlines are listed here.
- 14 The due date is the 20th of every month.